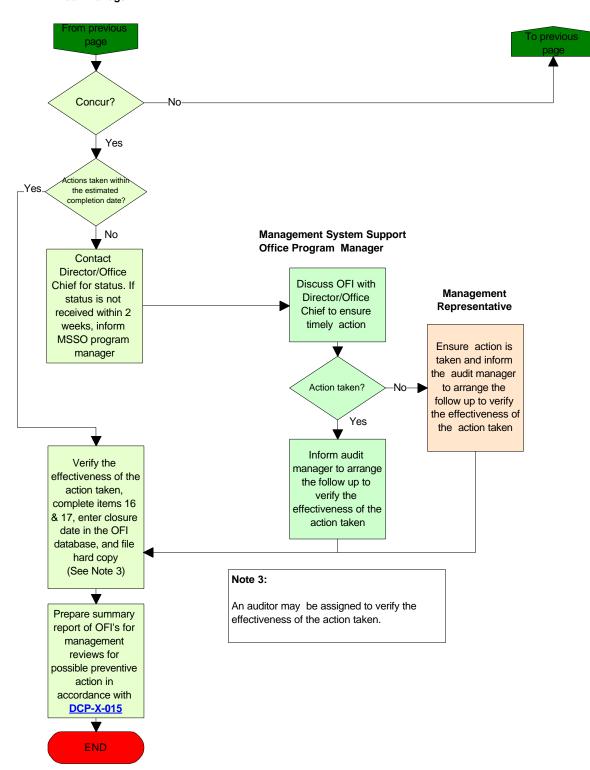
Initiator (See Note 1) MANAGEMENT SYSTEM PREVENTIVE ACTION AND OPPORTUNITY FOR IMPROVEMENT **START Audit Manager** Dryden Flight Research Center Assess for primary DCP-X-003 Complete the responsibility Revision: E **Opportunity for** and discuss DMS **Improvement** Objectives: improvements with Form (OFI) DFRC MSSO Program 76 blocks 1 -to ensure that customer comments are addressed quickly Manager through 7, and -to ensure that management system improvements are taken forward to the -to implement an escalation system when action is required MSSO Office -to monitor changes to the management system to prevent adverse effects -to promote a user friendly system to improve the DFRC Management System (DMS) Valid DMS -to avoid similar problems being worked in multiple directorates or offices OFI? -provide input to Management Review for possible Preventive Action -to implement an escalation system when corrective actions not taken **₩** No Electronically Approved By: Associate Director Return to Initiator with explanation Reference: **Preventive Action** Enter/arrange for -Action taken to eliminate the causes of a potential entry into the nonconformity in order to prevent occurrence Opportunity for Improvement Opportunity for Improvement Database. -Action taken to improve the management system complete items through employee ideas and external customer 8-10 & 18, and file comments the original/copy Director/ Forward Note 1: Office Chief Opportunity for Improvement -Any manager at DFRC in receipt of a customer document to the comment/ concern appropriate -Any employee as a result of analysis of operation, Action Director/Office documentation, data and records required? Chief with a 30 day -Management Representative as a result of suspense cycle management review process per DCP-X-015 No -Audit Manager as a result of audit trend analysis Complete items 12, 14, & 15 of **DFRC** 76 stating Adverse the reason for not -No system **Assignee** taking action and impact? forward signed hard copy to audit Investigate to Yes manager determine cause, Pass the carry out/ initiate information to the immediate corrective action management Assign and/or further long system support responsibility for office program term corrective resolving the manager action to prevent a problem and reoccurrence complete item 11 of **DFRC 76** Complete items 12 and 13 of **DFRC** 76 and forward to Director/Office Chief **CHECK THE MASTER LIST at** http://xnet.dfrc.nasa.gov/iso9000/ om previous VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE PRINTED DOCUMENTS ARE FOR REFERENCE ONLY

Audit Manager



DOCUMENT HISTORY PAGE

This page is for informational purposes and does not need to be retained with the document.

DATE APPROVED	<u>ISSUE</u>	PAGE	AMENDMENT DETAILS
12/3/98	Baseline		
2/9/99 title, modified Note 1 and added No	Rev A te 2.	1	Modified signature block from "Approved" to "Electronically Approved by", changed
3/1/99	Rev B	All	Major modification made to the flow chart
4/20/99	Rev C	All	Major modification made to the flow chart
9/30/99	Rev D	All	Page 1: changed title; revised 2nd objective; modified "Initiator" block; modified blocks
1& 4 and added blocks 2 & 3 of "Audit Manager"; modified blocks 2 & 3 of "Director/Office Chief"; and block 2 of "Assignee". Page 2: modified			
block 2 of "Director/Office Chief": m	odified blocks	6 & 7 of	"Audit Manager"; and changed title of "MSSO Office Chief" to "MSSO Program
Manager".			
See IDMS Document Master List	Rev E	All	Established escalation system instructions, defined preventive action per ISO 8402,
changed "MSSO Project Manager" to "MSSO Program Manager" throughout flowchart, and added links.			